

**Oracle® Retail Process Orchestration and
Monitoring**

Guide

2.0.1

E89781-01

February 2018

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Oracle Retail Process Orchestration and Monitoring Guide, Release 2.0.1

Oracle welcomes customers' comments and suggestions on the quality and usefulness of this document.

Your feedback is important, and helps us to best meet your needs as a user of our products. For example:

- Are the implementation steps correct and complete?
- Did you understand the context of the procedures?
- Did you find any errors in the information?
- Does the structure of the information help you with your tasks?
- Do you need different information or graphics? If so, where, and in what format?
- Are the examples correct? Do you need more examples?

If you find any errors or have any other suggestions for improvement, then please tell us your name, the name of the company who has licensed our products, the title and part number of the documentation and the chapter, section, and page number (if available).

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If you need assistance with Oracle software, then please contact your support representative or Oracle Support Services.

If you require training or instruction in using Oracle software, then please contact your Oracle local office and inquire about our Oracle University offerings. A list of Oracle offices is available on our Web site at <http://www.oracle.com>.

Preface

The *Oracle Retail Process Orchestration and Monitoring Guide* describes the tracking and managing of batch jobs.

Audience

This guide is for system administrators and operations personnel, integrators and implementation staff personnel as well as users of the module.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:

<https://support.oracle.com>

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

Review Patch Documentation

When you install the application for the first time, you install either a base release (for example, 2.0) or a later patch release (for example, 2.0.1). If you are installing the base release, additional patch, and bundled hot fix releases, read the documentation for all

releases that have occurred since the base release before you begin installation. Documentation for patch and bundled hot fix releases can contain critical information related to the base release, as well as information about code changes since the base release.

Improved Process for Oracle Retail Documentation Corrections

To more quickly address critical corrections to Oracle Retail documentation content, Oracle Retail documentation may be republished whenever a critical correction is needed. For critical corrections, the republication of an Oracle Retail document may at times not be attached to a numbered software release; instead, the Oracle Retail document will simply be replaced on the Oracle Technology Network Web site, or, in the case of Data Models, to the applicable My Oracle Support Documentation container where they reside.

This process will prevent delays in making critical corrections available to customers. For the customer, it means that before you begin installation, you must verify that you have the most recent version of the Oracle Retail documentation set. Oracle Retail documentation is available on the Oracle Technology Network at the following URL:

<http://www.oracle.com/technetwork/documentation/oracle-retail-100266.html>

An updated version of the applicable Oracle Retail document is indicated by Oracle part number, as well as print date (month and year). An updated version uses the same part number, with a higher-numbered suffix. For example, part number E123456-02 is an updated version of a document with part number E123456-01.

If a more recent version of a document is available, that version supersedes all previous versions.

Oracle Retail Documentation on the Oracle Technology Network

Oracle Retail product documentation is available on the following Web site:

<http://www.oracle.com/technetwork/documentation/oracle-retail-100266.html>

(Data Model documents are not available through Oracle Technology Network. You can obtain them through My Oracle Support.)

Conventions

The following text conventions are used in this document:

| Convention | Meaning |
|-----------------|--|
| boldface | Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary. |
| <i>italic</i> | Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values. |
| monospace | Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter. |

Common User Interface Controls

Oracle Retail applications, such as the Oracle Retail Process Orchestration and Monitoring application, include some common interface options and controls that you can use throughout the application workflow. The following sections describe these user interface controls in more detail.

Although you may have more than one Oracle Retail application installed on your system, each application may use many of the same interface components and abide by common rules and constraints.

You can quickly access the tasks of current applications and switch to other applications from the Navigation bar. For more information on the Navigation bar, see the [Navigation Area](#) section.

The following topics are covered in this chapter:

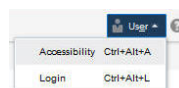
- [Logging on to the Application](#)
- [Navigation Area](#)
- [Specifying Preferences](#)
- [Table Menu Options](#)
- [Logging Out of the Application](#)

Logging on to the Application

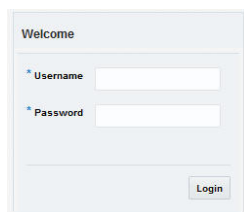
To log on to the application:

1. Click the **User** list menu on the top right of the Oracle Process Orchestration and Monitoring window.

Figure 1–1 User List Menu



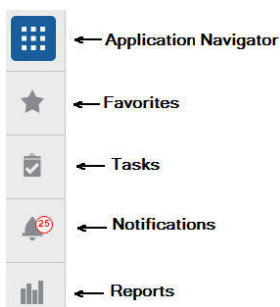
2. Click **Login**. The Welcome screen appears.

Figure 1–2 Welcome Screen

3. Provide the following login information:
 - a. Enter your user name in the **Username** field.
 - b. Enter your password in the **Password** field.
4. Click **Login**.

Navigation Area

You can quickly access the tasks of current applications and switch to other applications from the Navigation bar.

Figure 1–3 Navigation Bar

The following Navigation bar options are common across all the applications:

- Application Navigator
- Favorites
- Tasks
- Notifications
- Reports

Application Navigator

The Application Navigator is optional for the application and provides the ability to switch between applications.

Note: Your view may vary, depending upon the features selected during the setup process.

To switch between applications:


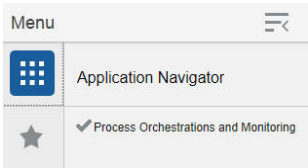
1. At the top left of the application, click the Application Navigator  icon to open the list of available applications.

Figure 1–4 Application Navigator



2. Select the listed applications. The application will open in a new tab.

Favorites

You can select your favorite tasks without accessing the Tasks menu. It helps you quickly get into your frequently used tasks.

You can click the Favorites icon in the Tasks menu to access tasks designated as favorites. You can also select the cog icon from the Favorites menu to edit the favorite list. Tasks can be selected or deselected as favorites in the Tasks menu.

Tasks

Oracle Retail applications support a variety of navigational tools and methods that allow you to move efficiently between application pages. Information on how to use and manage each of the tools and methods is included in this section.

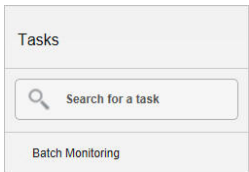
A task is a set of links to a series of task flows organized in a specific sequence to accomplish a business process or procedure. For example, tasks can be defined for common multi-step procedures or processes so that you can quickly step through tasks. By navigating sequentially to the pages outlined in the task, you are assisted in stepping through the business process or activity.

Your Tasks list appears on the top left side of the home page. All of the tasks to which you have access are listed on the Tasks window. You can either click on the specific task name to open, or use the Task Search component to search for a Task that you want to open.

To begin working with a task, choose the application feature or process from the list.

Note: Your task menu may appear slightly different, depending on your retail application.

Figure 1–5 Tasks Menu



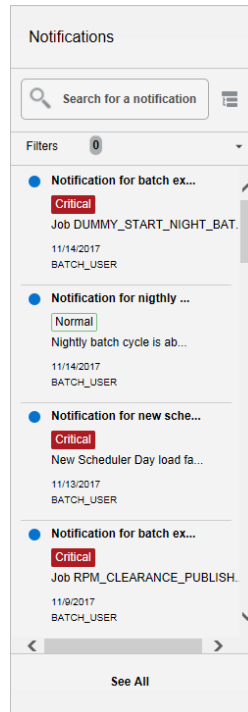
Notifications

Notifications bring events within the application to your attention.

See the following examples:

- A simple, informative message indicating a long-running process has completed
- A message indicating a critical exception has occurred

Figure 1–6 Notifications



Notification Badge

The Notification Badge displays the number of unread notifications for the user in the sidebar menu. The Notification Badge displays '99+', when there are more than 99 notifications.

The notification count is periodically refreshed at regular intervals. This interval is determined by a system-configured value.

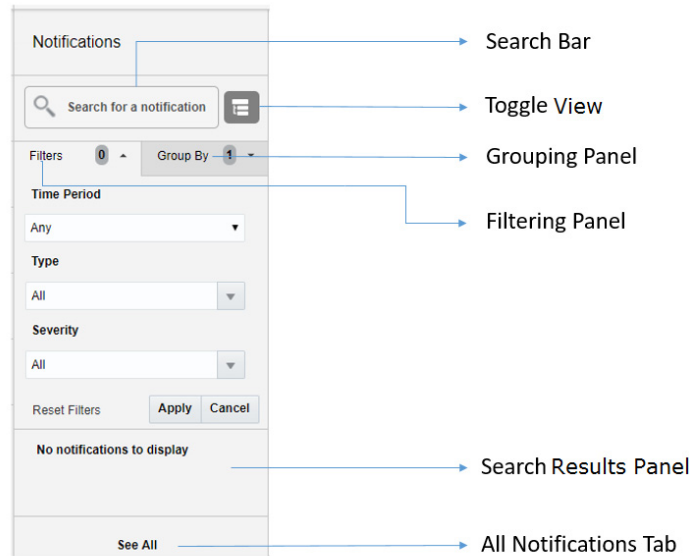
Figure 1–7 Notification Badge



Notification Sidebar

When you click the Notification icon, a Notifications Sidebar is shown that displays the most recent set of unread notifications (depending on the filter set).

Figure 1–8 Notifications Sidebar



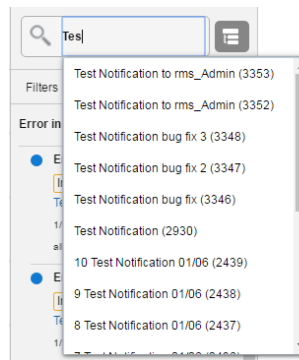
Each component of the Notifications Sidebar is discussed in detail in the following sections:

Search Bar

A search bar at the top of the panel allows for searching through notifications. The search bar has auto-suggest enabled, so it displays notifications as the user types.

Right next to the search bar is the 'List/Group' view toggle button. This causes the Notification results to be displayed either in a flat or grouped view.

Figure 1–9 Search Bar



Filtering Panel

The Filtering Panel allows you to filter notifications based on Creation time, Severity and Type.

The values for the Time Periods and Severity components are pre-seeded constants. The Type drop-down lists all the notification types available in the system.

When you click the **Apply** button, notifications that match the criteria are shown in the Results Panel.

Figure 1–10 Filtering Panel

Grouping Panel

This panel allows you to group notifications based on different attributes.

The values of the 'Group by' and the 'Then by' components are pre-seeded.

Figure 1–11 Grouping Panel


Results Panel - List View

When no selection is made in the Grouping panel, the Results Panel displays notifications in a list format.

The image below shows a simple search without any filtering or grouping.

Figure 1–12 Results Panel - List View

1. Indicates that no filtering was done.
2. Notification Type - A description of the Type is displayed.

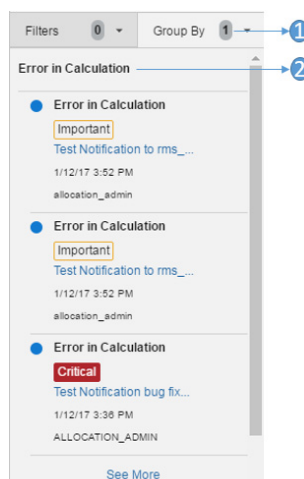
3. Read/Unread - A blue icon  is shown next to the notification if it is unread.
4. Notification Severity - A colored label indicating the severity of the notification is shown.
5. Description - The description associated with the notification. If the notification was designed to launch into a relevant flow, then this is displayed as a link. Otherwise, the description is rendered as plain text.
6. Creation Time - A timestamp that shows the date and time at which the notification was created.
7. User name - Creator of the notification.

Results Panel - Grouped View

Notifications are displayed in a grouped format within the Results panel, when the Group By drop-down in the Grouping Panel is selected.

Notifications are displayed in groups with three notifications shown for each group.

Figure 1–13 Results Panel - Grouped View



1. Indicates the Group-By drop-down is selected on the Grouping Panel.
2. The value of the Group-By attribute. In this example, the results were grouped by Notification Type. Hence the Notification Type is shown as the header of the group.

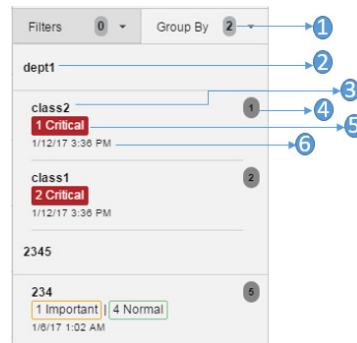
For each group, three notifications are shown followed by a 'See More' link. When you click this link, up to 25 notifications are displayed for that group.

Results Panel - Summarized View

Notifications are summarized as shown in this example, when both the Group By and the Then By drop-downs in the Grouping Panel are selected.

The summary view displays various groups and within them subgroups based on the selections on the Grouping panel. For each subgroup, a count of the notifications within that subgroup, grouped by severity is displayed.

The example here depicts a grouping by department, then by class.

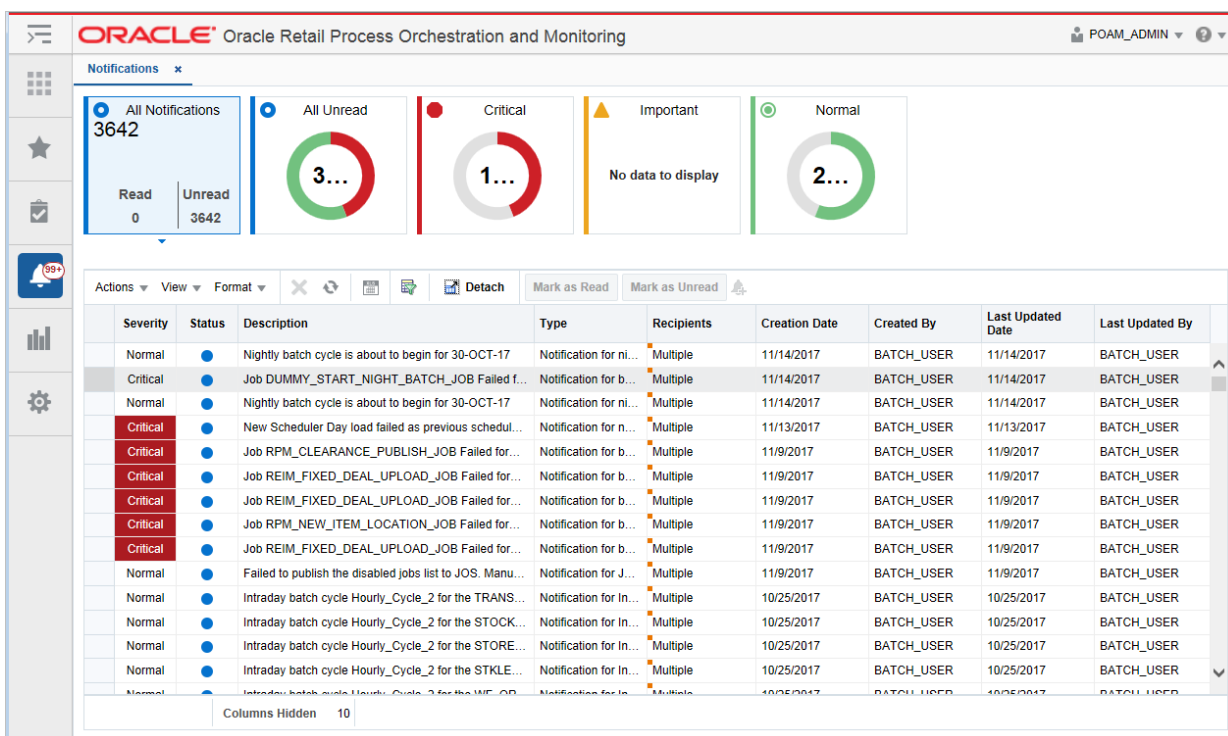
Figure 1–14 Results Panel - Summarized View

1. Indicates that both options on the Grouping Panel have been selected.
2. First level of grouping is by Department. Here the first department shown is 'dept1'.
3. The subgroup within department 'dept1'. In this example, this is the Class name.
4. The number of notifications within that combination of Group and Subgroup.
5. A grouping by severity of all notifications within that combination of Group and Subgroup.
6. The timestamp of the most recent notification of that combination of Group and Subgroup.

All Notifications Tab

The All Notifications tab is shown when you click the 'See All' link at the bottom of the Notifications side panel.

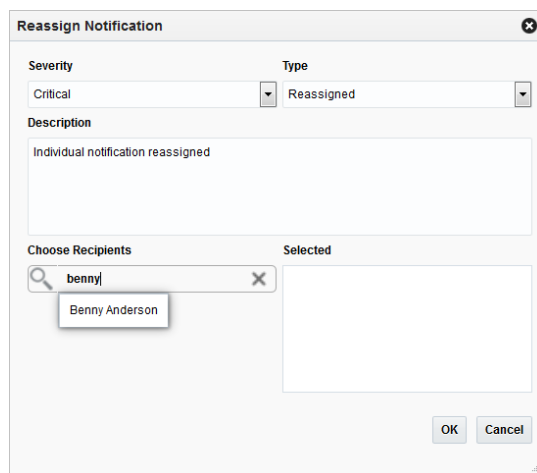
Figure 1–15 All Notifications



This tab lists all the notifications for the logged-in user, regardless of whether they are in Read or Unread status. Information tiles display a break-up of the total notifications by severity. Clicking these tiles refreshes the table below to display only those notifications that are relevant to that tile.

You can perform the following operations from this tab.


- Delete - The table allows for multiple selection and hence multiple notifications can be deleted at a time. Use the row header to select the row.
- Refresh - This refreshes the list of notifications in the table.
- Mark as Read - Multiple Unread Notifications can be marked as Read by clicking this button.
- Mark as Unread - Multiple Read Notifications can be marked as Unread by clicking this button.
- Reassign Notifications - Notifications can be reassigned to individual recipients or a group by clicking the Reassign Notifications icon. On selecting a row in the All Notifications table, and clicking the icon, the reassign notification popup is displayed. The Type is set to Reassigned by default, and the Severity and Description are pre-populated from the selected row; you can then change any of these values and assign the notification to one or more recipients.

Figure 1–16 Reassign Notification


The dialog box titled "Reassign Notification" contains the following fields and controls:

- Severity:** A dropdown menu currently showing "Critical".
- Type:** A dropdown menu currently showing "Reassigned".
- Description:** A text area containing the text "Individual notification reassigned".
- Choose Recipients:** A search input field with the text "benny" and a magnifying glass icon. Below it, a suggestion box shows "Benny Anderson".
- Selected:** An empty list box for the chosen recipients.
- Buttons:** "OK" and "Cancel" buttons at the bottom right.

The All Notifications table displays the following columns:

- Notification Severity - A colored label indicating the Notification Severity.
- Status - If the status is unread, an icon  is shown. Otherwise it is blank.
- Description - The description of the notification itself.
- Type- The description of the Notification Type for the notification.
- Recipients - In case of individual notifications, this column contains the user ID of the user to whom the notification is assigned. When the notification is assigned to multiple users, it displays the text 'Multiple' and enables a context popup which lists all the recipients. This field is empty when the notification is assigned to a group associated with a type.
- Creation Date - Timestamp showing the date and time of creation.
- Created By - User ID of the user who created the notification.
- Last Updated Date - Timestamp showing the date and time when the last update was made.
- Last Updated By - User ID of the user who last updated the notification.
- Application ID - Unique identifier that identifies the application. Not visible by default.
- Department - The Department associated with the notification. Not visible by default.
- Class - The Class associated with the notification. Not visible by default.
- Subclass - The Subclass associated with the notification. Not visible by default.
- Location - The Location associated with the notification. Not visible by default.
- Supplier - The Supplier associated with the notification. Not visible by default.
- Performance - The Performance value associated with the notification. Not visible by default.
- Brand - The Brand associated with the notification. Not visible by default.
- Rollup Count - The Rollup Count associated with the notification. Not visible by default.

- Additional Information - Refers to the Additional Information attribute associated with the notification. Not visible by default.

Reports

The functionality of Reports works similar to the Tasks menu.

Specifying Preferences

The Preferences pages are where you specify the default regional, language, and accessibility settings that you want to use throughout the system.

To set your preferred preferences, click **User list > Preferences** at the top of the application home page. The Preferences page appears. The standard preference options available are as follows:

- Regional
- Language
- Accessibility

To return to the application home page, click **Back to Home** at the top of the page.

Regional Options

Use the following options to specify the default formats for territory, date, time, number, and time zone you want to use throughout the system.

Table 1–1 *Regional Options*

| Value | Description |
|---------------|--|
| Territory | Specify the country details. |
| Date Format | Select the date format that you want to use. |
| Time Format | Select the time format that you want to use. |
| Number Format | Select the number format that you want to use. |
| Time Zone | Select the time zone you want to use. |

Language Options

Use the following options to specify the default language you want to use throughout the system.

Table 1–2 *Language Options*

| Value | Description |
|-----------------|---|
| Default | Specify the default language you want to use. |
| Current Session | Specify the language you want to use for the current session. |

Accessibility Options

Use the following options to specify the default accessibility preferences you want to use throughout the system.

Table 1–3 Accessibility Options

| Value | Description |
|----------------|--|
| Accessibility | Select the accessibility option you want to apply. |
| Color Contrast | Specify the color contrast that you want to use. |
| Font Size | Specify the font size that you want to use. |

Table Menu Options

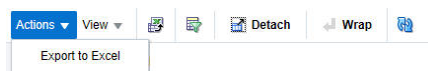
Note: Figure 1–17, Figure 1–18 are representations and may be different for every window/table/popup.







The Actions menu, View menu, and icons are displayed in the form of a table. For more information on these options, see the sections [Action Menu and Icons](#) and [View Menu](#).

Action Menu and Icons

The Actions menu provides the option to take different actions related to entries in the table. Depending on the nature of the table, these actions can be add, view, delete or edit table rows, create by moving to a new screen or export the table contents to the spreadsheet. Alternatively these actions can also be performed by using the icon buttons on the table toolbar. For more information on the icon/buttons, see the [Screen Level Action - Icons and Buttons](#).

In some tables, it may also contain some table specific actions.

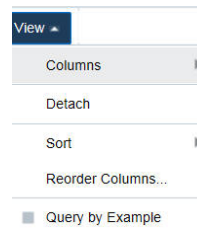
Figure 1–17 Actions Menu and Icons**Table 1–4 Actions Menu/Icons and Descriptions**





| Actions Menu/Icon | Description |
|--|--|
| Export to Excel and Export to Excel icon  | You can export the records in the table to a Microsoft Excel spreadsheet by selecting Actions > Export to Excel or by using the Export to Excel icon  . |
| Refresh icon  | Use the Refresh icon  to update the records in the table. Not available in the Dependencies and External Dependencies section. |
| Wrap icon  | You can wrap the values in the table column by first clicking the column on which you would like the text to wrap and then using the Wrap icon  . |

View Menu

The View menu provides the options for managing the table columns and sorting and filtering the table data.

In some tables you have the option to choose a saved custom view, which is an arrangement of columns different from the default view of the table.

Figure 1–18 View Menu**Table 1–5 View Menu/Icons and Descriptions**

| View Menu List | Description |
|---|---|
| Columns | You can manage which of the columns will be shown in the table by clicking the Show All and Manage Columns options. |
| Detach and Detach icon  | You can view the tables in the application in a separate window by clicking Detach or by using the Detach icon  . |
| Sort | You can sort columns by the following options: <ul style="list-style-type: none"> ■ Ascending ■ Descending ■ Advanced |
| Reorder Columns | You can reorder columns by clicking the Reorder Columns option. |
| Query by Example and Query by Example icon  | You can filter the items by one or multiple column values by clicking the Query by Example option or by using the Query by Example icon  . |

Screen Level Action - Icons and Buttons

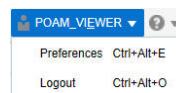
The screen level actions display the icons and buttons.

Table 1–6 Screen Level Action - Icons/Buttons and Description

| Icons/Buttons | Description |
|---------------|--|
| Done | Click Done to close the window. |

Logging Out of the Application

Use the **User** list menu on the top right of the window, to log out of the application.

Figure 1–19 Logging Out of the Application

Process Orchestration and Monitoring

The Process Orchestration and Monitoring application is a user interface for scheduling, tracking and managing, both nightly as well as intraday batch jobs.

Monitoring Batches

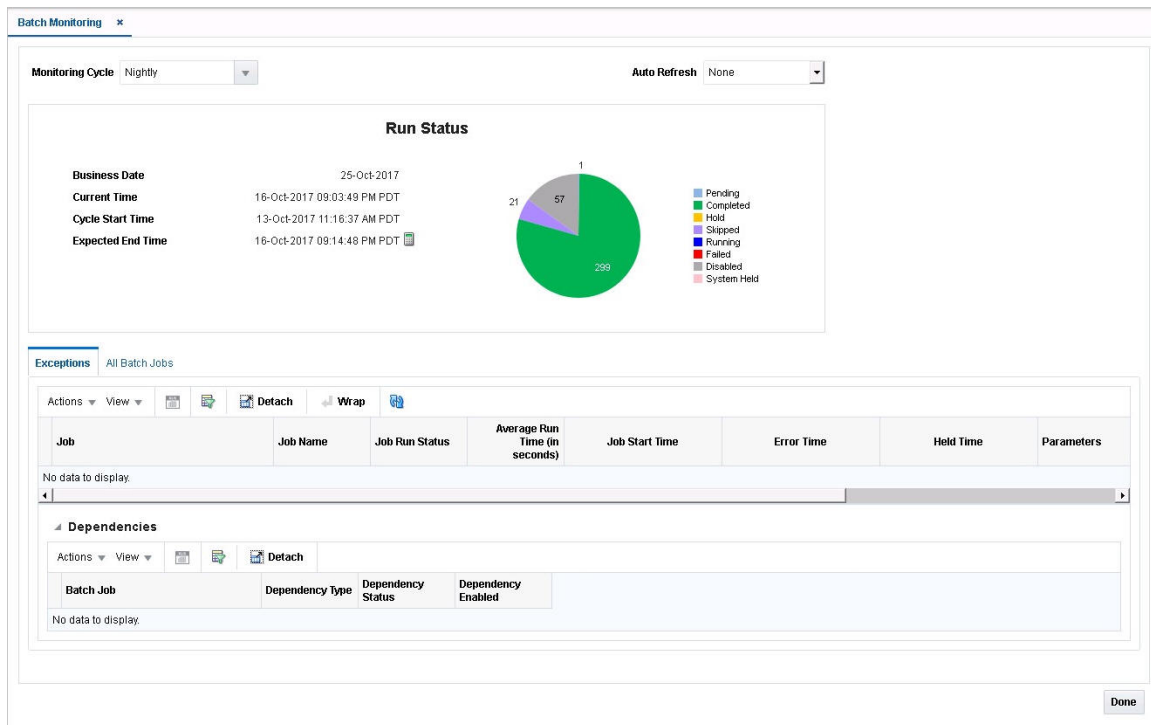
The Batch Monitoring window provides a runtime view of the statuses and dependencies with regard to the different batch cycles running on the current business day.

To access the Batch Monitoring window from the Tasks menu, select **Batch Monitoring**. The Batch Monitoring window appears.

The Batch Monitoring window contains the following sections.

- [Header](#)
- [Exceptions](#)
- [All Batch Jobs](#)
- [Dependencies](#)
- [External Dependencies](#)
- [Batch Monitoring Toolbar](#)

Figure 2–1 Batch Monitoring



Header

In the Header section select the monitoring cycle you want to view. The **Monitoring Cycle** field lists all batch cycles configured for a business day, including the Nightly batch cycle and the Adhoc cycle. When you choose a monitoring cycle the window shows the results specific to the selected cycle. When you open the window, the monitoring cycle defaults to the current or last run cycle for the current business day.

The screen can be set to auto refresh periodically by selecting the pre-defined interval from the **Auto Refresh** list. By default, this value is set to None on page load which means the Auto Refresh is turned off.

The Header section also contains a Run Status area, displaying the current business date, the current time, the start time of the selected cycle and the expected end time of the selected cycle, if the cycle has not yet been completed, or the actual end time, if the cycle has already been completed. Use the Calculate icon to calculate the expected end time.

In addition, the Run Status area shows a chart summary of the status of the different batches that are included in the selected cycle. The possible statuses are listed below:

- Pending
- Completed
- Hold
- Skipped
- Running
- Failed
- Disabled

- System Held

The chart also shows the actual number of batch jobs in each of the status bins listed above.

Exceptions

The Exceptions section lists all jobs that have failed, are on hold, long running or have been forced to be completed in the current day's run.

The table displays the following columns by default:

- Job
- Job Name
- Run Status
- Average Run Time - Average run time for the batch job for the last month
- Job Start Time
- Error Time
- Held Time
- Parameters
- Dependent Batch Exceptions

Additionally, the following optional columns are available and can be managed in the View Menu by selecting **Columns > Manage Columns**.

- Batch Description
- Job Wrapper Name
- Run Time (Last Run)
- Process
- Process Flow Status
- Operational Notes
- Application

Exceptions - Actions Menu and Icons

Use the Actions Menu and icons to apply actions to the table. You can perform the actions listed below.

Table 2-1 Exceptions - Actions Menu/Icons and Description







| Actions Menu/Icons | Description |
|--|--|
| Export to Excel and Export to Excel icon  | You can export the records in the table to a Microsoft Excel spreadsheet by selecting Actions > Export to Excel or by using the Export to Excel icon  . |
| View Cycle History | <p>Opens the View Cycle History window.</p> <p>This option is only enabled for intraday cycles to view execution logs for the job across the different enabled intraday cycles.</p> <p>Click OK to close the View Cycle History window.</p> <p>Not available in the Dependencies and External Dependencies section.</p> |





Table 2–1 (Cont.) Exceptions - Actions Menu/Icons and Description

| Actions Menu/Icons | Description |
|--|--|
| Refresh icon  | Use the Refresh icon  to update the records in the table. Not available in the Dependencies and External Dependencies section. |
| Wrap icon  | You can wrap the values in the table column by first clicking the column on which you would like the text to wrap and then using the Wrap icon  . Not available in the Dependencies and External Dependencies section. |

Exceptions - View Menu and Icons

You can customize the view of the table by using the options in the View Menu.

Table 2–2 Exceptions - View Menu/Icons and Description

| View Menu/Icons | Description |
|--|---|
| Columns | You can manage which of the columns will be shown in the table by clicking the Show All and Manage Columns options. |
| Detach and Detach icon  | You can view the tables in the application in a separate window by clicking Detach or by using the Detach icon  . |
| Sort | You can sort columns by the following options: <ul style="list-style-type: none"> ■ Ascending ■ Descending ■ Advanced |
| Reorder Columns | You can reorder columns by clicking the Reorder Columns option. |
| Query by Example and Query by Example icon  | You can filter the items by one or multiple column values by clicking the Query by Example option or by using the Query by Example icon  . |

All Batch Jobs

The All Batch Jobs section lists all the batch jobs and their statuses. The table displays the following information:

- Job
- Job Name
- Run Status

Possible run statuses are:

- Pending
- Completed
- Hold
- Skipped
- Running
- Failed
- Disabled

- System Held
- Average Run Time - Average run time for the batch job for the last month
- Job Start Time
- Job End Time
- Job Run Time
- Parameters
- Dependent Batch Exceptions

The Dependent Batch Exceptions column indicates whether or not a dependent batch exists. This field displays the parent job in exception status, such as ERROR or HOLD.

Additionally, the following optional columns are available and can be managed in the View Menu by selecting **Columns > Manage Columns**.

- Batch Description
- Job Wrapper Name
- Run Time (Last Run)
- Process
- Process Flow Status
- Operational Notes
- Application

All Batch Jobs - Actions Menu and Icons

Use the Actions Menu and icons to apply actions to the table, see [Table 2-1, "Exceptions - Actions Menu/Icons and Description"](#) for more information.

All Batch Jobs - View Menu and Icons

You can customize the view of the table by using the options in the View Menu, see [Table 2-2, "Exceptions - View Menu/Icons and Description"](#) for more information.

Dependencies

The Dependencies section contains post and pre –dependencies for any row selected in the Exceptions or All Batch Jobs section. The dependencies are displayed at a batch job level. The table displays the name of the batch job, the dependency type and the status of the batch job for the current day's run, as well as the **Dependency Enabled** checkbox.

The **Dependency Enabled** checkbox indicates whether the dependency was respected or bypassed in the current day's run.

Dependencies - Actions Menu and Icons

Use the Actions Menu and icons to apply actions to the table, see [Table 2-1, "Exceptions - Actions Menu/Icons and Description"](#) for more information.

Dependencies - View Menu and Icons

You can customize the view of the table by using the options in the View Menu, see [Table 2-2, "Exceptions - View Menu/Icons and Description"](#) for more information.

External Dependencies

If your system is configured to support external dependencies, the External Dependencies section is displayed.

The External Dependencies section lists external batch job dependencies. The table displays the external job, the external dependency status, as well as the **External Dependency Enabled** checkbox.

External Dependencies - Actions Menu and Icons

Use the Actions Menu and icons to apply actions to the table, see [Table 2–1, "Exceptions - Actions Menu/Icons and Description"](#) for more information.

External Dependencies - View Menu and Icons

You can customize the view of the table by using the options in the View Menu, see [Table 2–2, "Exceptions - View Menu/Icons and Description"](#) for more information.

Batch Monitoring Toolbar

The toolbar contains the following icons and buttons.

Table 2–3 Batch Monitoring Toolbar - Icons/Buttons and Description

| Icons/Buttons | Description |
|---------------|--|
| Done | Click Done to close the window. |